



Users Group Meeting Notes

Meeting Date and Time: September 24, 2008, 1:00 p.m. – 2:30 p.m.

Attendees

Name	Agency	Email Address
Belinda Waters	CDHS – Central Payroll	belinda.waters@state.co.us
Casey Atchison	CDLE	casey.atchison@state.co.us
Charlie Boyle	CSP	charles.boyle@cdps.state.co.us
Chris Petrie	CDLE	chris.petrie@state.co.us
Dan Owens	ISC	dowens@iscorp.net
Danny Parks	OIT	daniel.parks@state.co.us
Dave Growley	OIT	dave.growley@state.co.us
Debbie Mondragon	CSP	debbie.mondragon@cdps.state.co.us
George Brown III	HCPF	george.brown@state.co.us
Gina Fugazzi	CDHS / OIT	gina.fugazzi@state.co.us
Jill Elggren	OIT	jill.elggren@state.co.us
Leonard Lane	ISC	
Mary Lou LaCouture	OIT	marylou.lacouture@state.co.us
Russ Shugart	CSP	russ.shugart@cdps.state.co.us
Stephen McCarthy	DOR	smcarthy@spike.dor.state.co.us
Wendy Melcher	ISC	wmelcher@iscorp.net

Via Phone:

Darren Duerksen	Cisco Systems	dduerkse@cisco.com
Greg Cress	CDHS	Greg.Cress@state.co.us
Rich Morris	HCPF	rich.morris@state.co.us

Welcome and Introduction - Danny Parks

Project Status

The bulk of project activity is occurring on Task Orders 2, 4 and soon 5. Initial activity has begun on Task Orders 6 and 7 and we are in early discussions regarding Task Order 8.

Task Order 2 (Storm – CDLE)

A major milestone was achieved when all Call Center applications (Tax, Integrity, Appeals and Benefits) were cut the second week of September. Now that the Call Center is up and running, remaining work is management of the Call Center.

Task Order 4

All sites in this task order except the State Patrol Dispatch Center at 1341 Sherman have been cut. Converted sites are

- 201 E Colfax (Education)
- 225 E 16th Avenue (HCPF, Auditors, Historical Society)
- 1525 Sherman (Attorney General, Law, DPA)
- Camp George West (Corrections, Local Affairs, Public Safety)

Task Order 5 (CDHS' Forensics Institute in Pueblo)

This Task Order will become very active in the December timeframe

Task Order 6 (State Capitol and Legislative Services)

Preliminary engineering has been completed and we are just beginning the procurement process. Specific dates have not yet been assigned.

Task Order 7

Sites in this Task Order include the remainder of HCPF (at 1570 Grant), North Campus and pockets of 1560 Broadway (Dept. of Education and the Supreme Court). Preliminary engineering work has been completed. Specific dates have not been assigned as the project must be aligned with internal reconstruction work at 1570 Grant.

Task Order 8 (CDHS)

Preliminary discussions to convert CDHS at 1575 Sherman and three vocational rehab sites are commencing. Engineering work has not yet begun.

Presentation on Phone Features and Functionality – Leonard Lane and Wendy Melcher, ISC

Leonard discussed the features and functionality of the VoIP phones. Three models are being installed in this project:

7911 – this is a basic phone that is primarily installed in lobbies and break rooms as it has limited functionality; for example, it has a one-way speaker phone.

7941 – the majority of employees will receive this phone model. It is capable of two line appearances; each line allows you to make or receive up to 200 calls at a time.

7961 – this set has the same features and functionality as the 7941 except that provides the ability for up to six line appearances and to add up to two side cars (14 additional line appearances per side car).

Hands-on training is provided one to two weeks prior to installation. Training demos for the phones can also be found from a link on the CICN website.

Most headsets work with the phones with the addition of an adapter cables. Feel free to bring your headset to your training session so we can test for compatibility or talk to the project team in advance.

The BAT file is crucial for a successful implementation. It is this file that tells the Call Manager what features each telephone number should receive.

The time on the phone comes from the atomic clock.

Leonard demo'd several features including how to make and receive calls, transfer calls, transfer your line to another, call pick up, conference calls and meet me. With conference calls and meet me (which is similar to a conference bridge but at no additional cost), you can have up to 48 lines on the call. The phones also come with a Help key.

Lessons Learned - Dave Growley

Dave gave an overview of the information that we rely on our CICN contacts to provide.

- During the Site Surveys:
 - identify locations that have intermediate small hubs or switches such as DLink or Linksys; since the phones require Power over Ethernet (PoE), and these types of network devices can't provide PoE, they will need to be identified and replaced with a more robust networking solution
 - identify all areas where phones exist but where there is not also a data drop

- At the Configuration Freeze Date – provide any changes made between the site survey and freeze date
- Telephone Features for the BAT file – agencies need to tell us what features and functionality are required for each and every telephone set that will be installed including whether or not the phone number should be published in a directory or not. This information is fed into the BAT file which gets imported into the Call Manager. This will take the agency contact about 10 hours per every 100 lines to be installed. The final information is needed one week prior to conversion.
- Agency Liaisons to the CICN Project Team – three types of liaisons are necessary 1) business, 2) data, and 3) telephony.

Pre-deployment activities are crucial to an implementation that is transparent to the end-users.

Upcoming Cisco LAN Switch Functionality Overview – Mary Lou LaCouture and Darren Duerksen

Cisco will be offering an educational session on the Cisco LAN switches for both the CICN and non-CICN environment. Depending on interest level, sessions on other topics may be held.

Suggestions for Future CICN Users Group Agenda Topics

- Roles and responsibilities including troubleshooting and budget
- Roadmap of where we go after this project is complete (i.e. video conferencing, 5 digit dialing, etc.)

User Group Meeting Schedule / Next Meeting

Meetings are held the last Wednesday of each month. The next meeting will be held on 10/29/08.

CICN Information/New Documentation and Resources

CICN Mailbox - cicn@state.co.us

CICN website – www.colorado.gov/oit and then select the Key Initiatives tab